

AboveAndBeyondMusic.net (ABM)

ABM POLICY SERIES 1

Updated 4 October 2020

ABM Policy Series 1 covers General Training. This quick but thorough general training will be administered to new personnel by the Human Resources Officer, as part of the responsibilities of that post; specifically, Personnel Hiring and Initial General Training.

Specialist training will be done later under the Quality Control Division and will start 30 days after a person is on the job.

As the very first and primary point of your training with ABM, it is vital that all communications, both internal and external, written and verbal, align with the following policy.

ABM POLICY SERIES 1

(#1)

COMMUNICATIONS

The “Goal Maker” or “Visionary” of an organization (in this case our CEO) injects a philosophy, a vision, and goals -- as well as a **style & character of communicating**, directly into the group.

All written and verbal communications delivered by ABM members, both internally and externally, are to adhere to the following guidelines.

ABM communications are to be:

1. First and foremost, uplifting, positive and sincere.
2. Purpose driven. State clearly the purpose of the communication.
3. Balanced between conciseness and thoroughness.

4. Necessary. If there is no need for the communication, do not deliver it.
5. Without typos or grammatical errors. (For face-to-face verbal communications [including Zoom], ensure you are well groomed, look professional, smile, and speak clearly with appropriate grammar)
6. Delivered to the correct people following the proper channels according to the Organizing Board.
7. Quality control checked, *no matter how rushed*, against the above 6 points, before sending.

Quality Control is accomplished by reading the communication, once composed, from beginning to end at least twice. Use a spell checker and/or a grammar checker program/app/website and edit your communication where necessary before sending.

You are personally responsible for seeing to it that this policy is followed at all times. The **Director of Quality Control** is responsible for overseeing the execution of this policy throughout the organization. Any re-training of individuals is to be done in the Quality Control Division. An unusual number of repeated mistakes are to be taken up as an ethics matter in the Department of Inspections & Reports.

Below are BEFORE and AFTER examples of the above policy guidelines in action:

BEFORE:

"Hello ABM members,

We are arranging a meeting with Joe Smith from Music Company ABC. To achieve the highest level of participation, Please complete and submit this survey ASAP.

(survey link)

thanks,"

AFTER:

"Hello ABM Members!

The reason I'm writing to you is that due to the excellent work of our fellow ABM member _____, each of us has an incredible opportunity to interact directly and personally with Joe Smith, Founder of The ABC Music Company! ABC is an online platform that we are strongly considering for use in order to get our music licensed with lucrative returns. This can help each of us improve our odds of getting our music licensed!

Joe Smith can only do a Zoom call Monday thru Friday. Gary will oversee the call. Following are days/times (PDT) Gary will **not** be available:

Tuesday all day.

Thursday up until 3PM and after 10PM (PDT).

Friday all day.

Please complete the following survey, letting us know what days/times (PDT) you have available **other than the days/times above**. While checking International Time Zones, keep in mind that Joe Smith is in the UK.

This is an opportunity you will not want to miss!

(survey link)

Thanks!"

Study the differences between the BEFORE and AFTER examples. Then study each against all 7 points above and ensure your communications align with all 7 points as demonstrated in the AFTER example.

This discipline of Quality Control will also carry over into your composing, mixing, and mastering - and will help you balance all areas of your life!

How to handle disagreements, problems, or complaints:

- A. Follow the Command Channels of the Organizing Board.

- B. And ALWAYS offer a constructive solution or solutions.

If you do not have an assigned post on the Organizing Board, know that EVERY member of ABM is automatically posted in **Division 4B SONGWRITING & COMPOSING.**

Therefore, if you do not have an assigned post, and you have a disagreement, problem or complaint, send an email directly to the **DEPUTY VICE PRESIDENT for PRODUCTION;** who will promptly forward it up the command channels to the **VICE PRESIDENT TREASURY, PRODUCTION AND QC;** who will promptly forward it to the **SENIOR VICE PRESIDENT** who will promptly forward it to the **CEO.**

If you DO have an assigned post, follow the command channels above you on the Organizing Board.

Each executive above you will have an opportunity to help you solve the disagreement, problem, or complaint, but all executives **MUST** forward your communication, following the command channels, to the CEO. If the situation is resolved to your satisfaction before it gets to the CEO, the disagreement, problem, or complaint, along with your written testimonial that the situation has been solved will accompany the communication to the CEO.

When communicating a disagreement, problem or complaint about other companies, platforms, plug-ins, DAWs, gear, etc. follow the same procedure.

DO NOT AIR DISAGREEMENTS, PROBLEMS OR COMPLAINTS TO GROUPS OF PEOPLE, EXCEPT DURING DIVISIONAL OR DEPARTMENTAL MEETINGS, AND ONLY CONSTRUCTIVELY AND WITH A PROPOSED SOLUTION OR SOLUTIONS.

Use the Command Channels on the Organizing Board. That way, your personal situation will be addressed, and you will receive direct help from Senior Executives in a timely fashion, without spreading situations that may or may not apply to everyone throughout the group.

NOTE: You CAN and SHOULD bring up disagreements, problems, or complaints during Divisional or Departmental meetings, but these should be done as part of the agenda of the meeting and should be done in a constructive manner and with a proposed solution.

Ensure your disagreement, problem, or complaint is noted in the meeting minutes so that Senior Executives, including the CEO can be informed of your situation.

If you follow the above procedure and your disagreement, problem, or complaint is not resolved within a reasonable amount of time, keep a copy of your communication and forward it directly to the CEO, explaining that you followed the procedure (with proof) and did not experience a solution.

FORMAT

Use the following format to communicate your disagreement, problem, or complaint:

This is done through a process I was trained on which is called a Completed Proposal for Approval (CPA).

EXAMPLE of a CPA:

Email Subject Line:

ABM CPA / (CONCISE STATEMENT OF SITUATION)

5. To: **Gary Gray, Founder ABM**

4. via: **ABM SENIOR VICE PRESIDENT**

3. via: **ABM VICE PRESIDENT TREASURY,
PRODUCTION AND QC**

2. via: **ABM DEPUTY VICE PRESIDENT for
PRODUCTION**

1. via: **ABM SONGWRITING DIRECTOR**

From: Your Name and Post Title

Date: 4 October 2025

Dear Gary,

COMPLETED Proposal for Approval

The Problem I Am Trying To Solve: (Concisely, but with enough detail, name the disagreement, complaint, or problem)

Pertinent Information: (A Detailed description of all pertinent facts related to your disagreement, complaint, or problem. The ABM Mission Statement MUST be included, and the CPA must align to it)

Solution: (Concisely, but with enough detail, explain your proposed solution. This can include a "Plan B" proposed solution in case your first solution is disapproved).

THIS IS OK. Signed, ABM Member.

_____Approved

_____Disapproved

(End of CPA)

NOTE: If the situation is URGENT and TIME SENSITIVE, or if you feel you received an unjust disapproval to your CPA, you can include the words "URGENT – RUSH" on your email subject and route it straight to the Executive that you feel can directly handle the situation, while CC'ing the executives on the command channel above you.

When receiving a CPA, if a solution is disapproved, the executive disapproving the CPA must state in writing exactly why the CPA was disapproved.

All CPAs are to include, as part of the pertinent information the ABM Mission Statement, and must align with it:

ABM Vision & Mission Statement

Gary Gray, Founder ABM

Create, support, and strengthen any plans and actions which align with our Vision and Mission Statement. Adjust or get rid of any plans and actions which do not align with our Vision and Mission Statement.

ABM Vision and Mission Statement

Updated 2 OCT 2020

To provide paying end users needing entertainment industry related products and services with the best quality communication and the highest standards and most innovative products and services in the world, while remaining solvent and constantly growing.

To establish, train and expertly manage the personnel of ABM to the end of creating an exemplary team of top-flight executives, IT professionals, composers, songwriters, producers, engineers, visual media artisans, and entrepreneurs who know what the other team members are thinking and doing and who coordinate thereby and therewith, and who get along great.

To create an image and track record of ABM successes that rivals and then surpasses the top music licensing companies in the world, by always striving to discover, innovate and expertly execute internally beta tested and/or market researched communication systems, workflows, platforms, assembly lines, campaigns and ideas.

(End of ABM Mission Statement)

If our communications, *the underlying backbone of everything we do*, go 'Above and Beyond,' our successes will reach even higher, and we will expand on a consistent basis into the future!

Onward and Upward!

Gary Gray

Founder

AboveAndBeyondMusic.net

Our Internal Motto:

“Making People Better, Who Make Better Music”